

**Emotional Intelligence**  
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**Module No # 3**  
**Lecture No # 12**  
**Difference between EQ and IQ**

There are many other characteristic that also gives a picture of you know low level of emotional intelligence say for examples like relentless striving you are actually not interested to do something but you keep on trying you keep in doing it out of completion which does not get any success why? Because working hard in a completion manner does not led to any successful events or actions because you do not display hundred percent commitments in the task.

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So that is why you know even I have come across with many students sir last night I have studied around ten hours but at the early morning I try to recover am not able to recover any one of them what is happening to me. So this is what you call not interested so it is kind of self-motivation is required to do any kind of activities motivation is first. So that is why relentless striving doing something out of completion will not succeed in your endeavor that is why you call it is as another weakness of EI people.

Insatiable need for recognition and power this is also another characteristic of a person who is weak in emotional intelligence because he is not care about others it cannot he wants to control others he want to exercise he has a power of authority and influence over others without releasing what could be the impact of others what could be my acceptability about others. Being addicted to glory tendency to blame others for own mistakes.

You know all this kind of hmm things coming up with because of society taboos, there are certain societies where people are hungry for power, people are hungry for image, people are hungry for honor you know that is why in India in many love marriages are ending in honor killings why only because of insatiable need for power, recognition, starters, image in society.

Even parents are not also not feeling hesitant to plot against their own kids who goes beyond the boundary line of their social what you say social rules and regulations societal rules and regulations most of the things are still happening in India. Say for UP, Haryana, Bihar all this are still dominated by this kind of things pre occupation with appearance being overly concerned about public images.

A person who always tries to focus on good public image artificially is also a sign of one's weakness actual image does not come from your physical appearance. It comes from your inner energy inner abilities qualities need to seem perfect, inability to tolerate failures. These are found you know that is why people often say they have patients do not be impatient.

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## Persons with High EI

- ☞ I can sense the feelings of others.
- ☞ I get pleasure in challenges and try to solve them
- ☞ I am quite sensitive to how relationship goes on.
- ☞ I can easily make acquaintances and friends.
- ☞ I point to the behaviour and not to the man during critical comments.
- ☞ I know how to make a positive emotion last when I experience it.

But what is the characteristics of people whose you are high on their emotional intelligence. Very wonderful I can change the feelings of others looking at the face of your subordinates as a leader you can understand what is undergoing in his mind. Looking at the face of your partner you can understand whether the partner is happier or sorrow that is that is the power of emotional understanding.

You know earlier there is a serial coming on in Sony Entertainment Channel am just forgetting the title of the hero and heroine same they departs from the early periods of their life. And one goes to Dubai and another is in Mumbai you know such a strong relationship. If one is under trouble the other person staying far away can sense here my partner is facing some problems.

So that you know there is we call in psychology that telepathy something one partner is thinking or feeling is exactly happening and other partner even staying far away. So that is how I can see I can sense the feelings of others although that is little bit irrational or logical people say that how is it possible at cannot two hearts cannot connect in isolation.

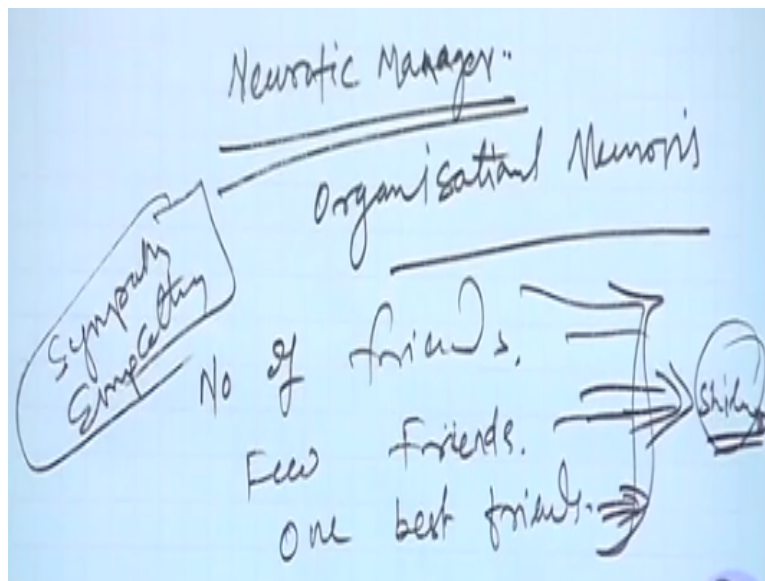
You know it is just like mobile connection between two phones two hearts are connecting with each other but in real life situations out of even logical arguments can be put together that if you understand a person as a team leader if you understand you team member better you can motivate them into actions you can understand their you know their sorrow, their happiness, their

troubles etc., So that is where people often say a person which high on his or her emotional intelligence can understand others, can sense others feelings.

I get pleasure in challenges and try to solve them I get pleasure in challenges and try to solve them so that is why we initially discuss the connection between the emotion intellect and emotional intelligence. Emotional intelligent people they always want something new creative but they easily get bored with stereo type of activities that is why we say that emotional intelligent people seek challenges they get pleasure in challenging job.

I am quite sensitive to how relationship goes on so that is why we often say in our everyday of yours I used to ask in the class, how man of how friendly you are some people say I do not like to create to friend one student says I have number of friends, another boy said I have few friends there is one girl say sir I have only one friend she is my best friend.

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See you can categories them on the basis of relationship number of friends I have few friends and one best friend this all summarizes I am quite sense people those who are sensitive to their relations they hold longer and better relationship they create best relationship out of it. So healthy relationship comes out of your best in best and that requires lot of sacrifices care concern anything.

How much you care about your relationship you will decide and that caring and sharing is nothing but your emotional exchange we call it emotional intelligent and these are two things coming out of his sympathy and empathy these are essential for human relations. First you should develop sympathy then you take forward, putting your leg in other shoes what you call empathy.

You know I can easily acquaintances and friend you can create millions of friends but is very difficult to create healthy friends, long lasting friends. In general emotional intelligence people are very friendly in nature because they are social acquaintance and interpersonal acquaintance and his higher than counter parts that are low in their emotional understanding.

Because these can better understand and value emotions in human life and you know emotions emotional understanding is the grass root of any kind of interpersonal relations that is how it goes on. I point to the behavior not to the man during critical comments you know when people go how for any kind of marriage negotiation.

Group of people from boys side, Group of people from girls side they meet each other in each other house you know people actually those who come with this boys bridegrooms they have more comments than the bride and bridegrooms. No the girl is good but she is taller than the boy I do not think this will be a good match. Harey what is wrong in that if somebody taller or smaller they say the boy is good is doing a great job in IT Company IBM and earning around 1.5 lakhs per month.

But what is the guarantee you keep our daughter forever, people put lot of questions like this you know the moment you look at not their not them asked a total what is the overall characteristic. But if you pinpoint their nose, their eyes, lips, their hands then you will start the overall feature is ok but there should have been little bit more height. So this is how you know I point to the behavior not to the man during critical comments.

You look at what the person is doing not his personal characteristic then you will be trouble so actually emotional intelligence people often say that no so far he is reliable and tolerable I think

he is a good person I do not want whether he is physically weak or psychological cloning something I know how to make a positive emotion last when I experience it that is in fact the center of positive emotions.

You much hold your happiness and make it use for your growth and development. So he actually in day to day to life do not value your happy moment when you are happy go with your friends, go for a round, go for a cup of tea, have some chit chat exchange good thought you know people often say. One professor I was talking to him he said actually we exchange more intellectual thought in our glass room then class room.

Oh that is a indicating that culture is so westernized you know even they do not mind to have a you know a glass of beer or whisky or whatever and they sit together and discuss them all intellectual thoughts and they discover for a lot out of that you know like you know Modi highlighted chai ha picture what is that? That is just like that western people they highlight the importance of Champagne.

On the champagne table because all intellectual debates in eastern we do not have concept of champagne, have concept of Tea. So have a cup of tea and let us discuss and negotiate so what is how things goes on and why we go for a cup of tea or a glass of champagne that's creates a positive feeling, gorgeous feeling and positive climate for any kind for any kind of discussion and deliberations and that is where you know people often say that I know how to make a positive emotion last when I experience it.

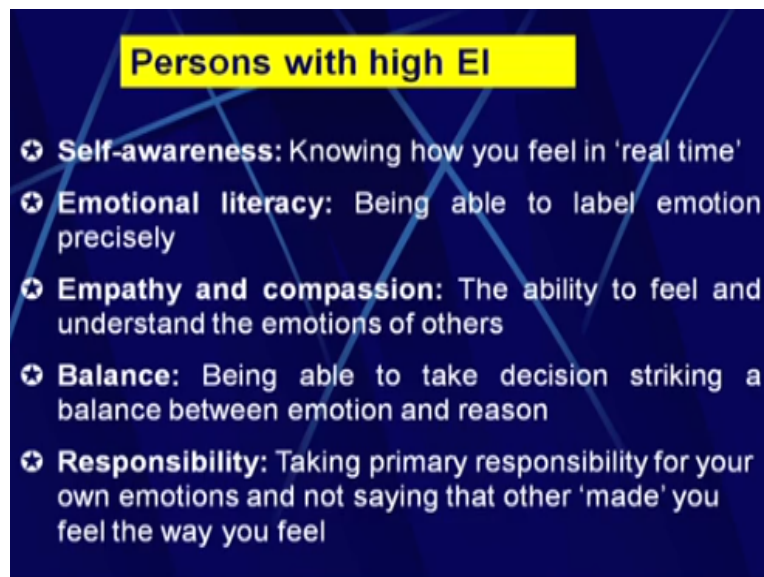
So when you create good relationship you can create good collaboration whether it is in your academic affairs or corporate affairs or international affairs and that is how India is doing right now. Meeting people we saying this prime minister is consuming lot of public money and travel tour here and there, moving tourist places here and there etc., No you just look at India international relationship just few years back it was almost zero.

Even we are attacked by Bangladesh that kind of relation we have and now Modi has changed the entire face of our international relation with no time am not making it political. Am just

highlighting the importance of international collaboration and it comes out of our gestures, our dealings, our closeness and that is what we share our emotions with others.

Self-awareness knowing you how you are feeling real time when I ask you how is you? You should say no sir I am not comfortable because the room is too cold. May I go right now out but you but you know if I go out my teacher will feel indecent is it will be act of indecent know not like that.

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So if you are hiding your own assessment or judgment about yourself that is not accurate expression about self-awareness. Emotional literacy being able to label emotions precisely yes sir am fine sir even if you are cold sir I can if I stay for some time I can gain something empathy and compassion. You know the ability to feel and understand the emotions of others.

No you are coming to this the classroom on the way you saw an accident happening you know oh my god am getting late rush at your class oh it should not happen I feel guilty on this act they are very badly injured but you went to your class.

But there is a guy who was also coming to the same class but he realize no situation is severe is should ensure at least faster he call the ambulance and send them to hospital. So these is where you call putting your leg in other shoe which is none otherwise empathy. So this sympathy and

empathy are two biggest you know to not biggest you can say the best quality in one self, But empathy is little bit better then empathy where you involve yourself to any set positive actions and compassion.

Compassion means completely devoting yourselves to a particular action you know you say fellow feeling. You know it is love towards your work just like work is worship why work is equivalent to worship? Because when you worship something you do certain act with full devotion. You give hundred percent out of your commitment. So that is how we say empathy and compassion this is two jewels of people those who are emotionally intelligent.

Another is balanced being able to take decision strike a balance between emotion and reason. So many times you know we compromise your own happiness only because of practicing reason and logic. We only think that bringing logic and reason to our deliberation and discussion will help us to take better decisions. No it is not always correct you must listen both to your head and heart.

Many decisions are intuitive in nature they may have little reason but they have better implications so that is why you often say that dreamers are better achieve then non dreamers because they see the bigger aspect of the future than the certain achievements based on logic and reason. So this why a person needs to maintain a balance between emotion and reason so that your decisions are not much affected and your health is also restored properly because fifty percent of emotional health is label to human health.

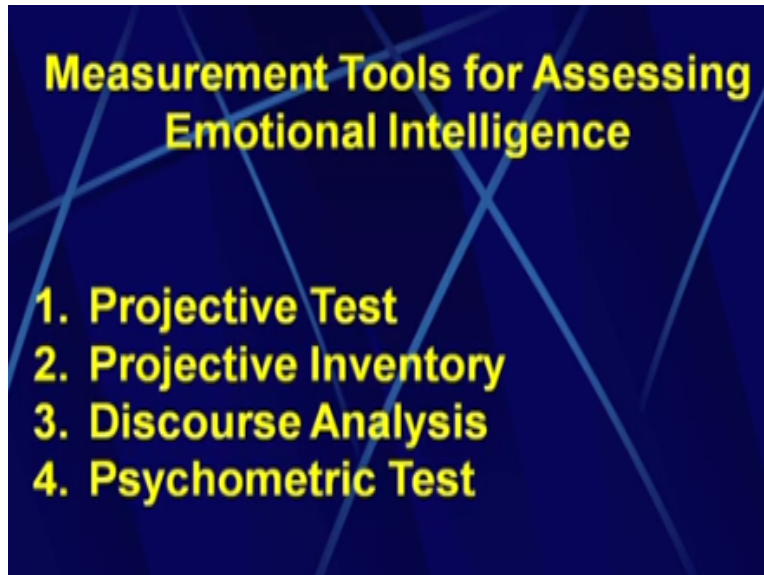
Responsibility taking primary responsibility for emotions and not saying that other made you feel the way you feel I am sad not because of me, I am sad because of my friend why? He insulting me in front of others Harey one side you are saying he is your friend and other side you are feeling insulted why? This is a miscalculation interpretation between emotion and reason. Friendship is your emotional but humiliation is reasoning.

So if you connect both then you will find no my friend is in, I should not take him in granted. He is my friend ok but in class he is my teacher so that is why I always tell students though they



become who become extra friendly from you know. I said I am friendly not your friend so there you must strike balanced between what is friendly and what is a friend.

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Well very difficult to measure human emotions like always tell can we measure emotion such like feelings, happiness, attitude temperament etc., yes although this appears to be very subjective in nature but over the periods of scientific technology and scientific knowledge explosion etc., Psychologist has come up an with the different techniques to asses emotional intelligence.

After going through emotional intelligence the theories and measurement approaches of emotional intelligence and other available technics in academics. I have group them under this categories for mainly we can debate them in two categories one is projective test and another is psychometric test. However there are two more majors or a measurement approach you can say one is called projective inventory and either psychometric nor projective in nature.

Discourse analysis although it is qualitative between different from projective test and psychometric test. So projective test taken from the concept of projections as you the psychologist you know. How people their own temperament, sentiments, emotions, affects test directly they are not aware of.

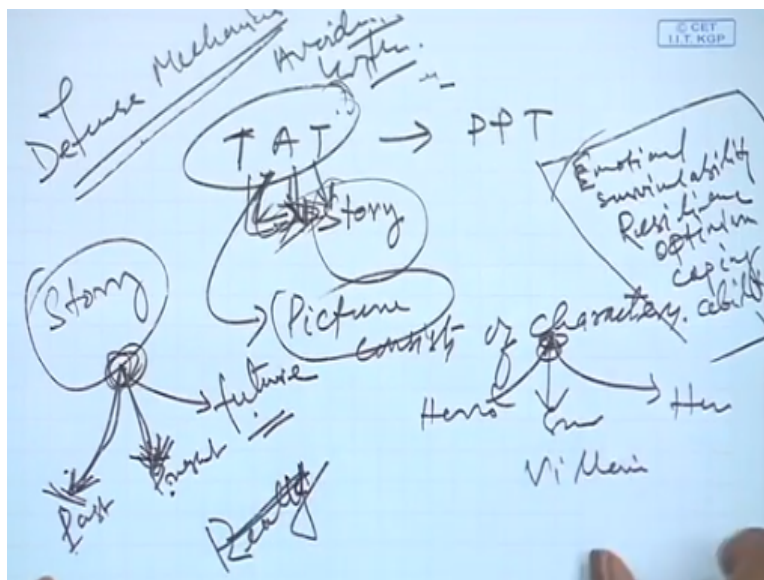
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## Measurement Tools for Assessing Emotional Intelligence

### Projective Test

- i) TAT
- ii) WAT
- iii) SRT
- iv) SJT

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We will discuss one by one is called TAT you know it is otherwise called as Thematic Apperception Test so it is otherwise known as PPT Picture Perception Test.

A picture is shown to the candidate and we ask them to write a story that revolves around the picture. So this picture consist of characters dominant characters may be hero, heroine, supporting actors, villains it all (( )) (22:06) as if what happens in a theatre while watching a movie. So I used to ask what consist of story how to write a good story that will help of to analyze of behavior.

So a story should have always three important things past, present and future so what is past, what is present and what future is because what is happening is in the presence due to your past. So what lead to your present is called past and what is happening is called present what will happen in future is called the future. So that is why you know any story while watching a movie they either start from the end or they start from the past.

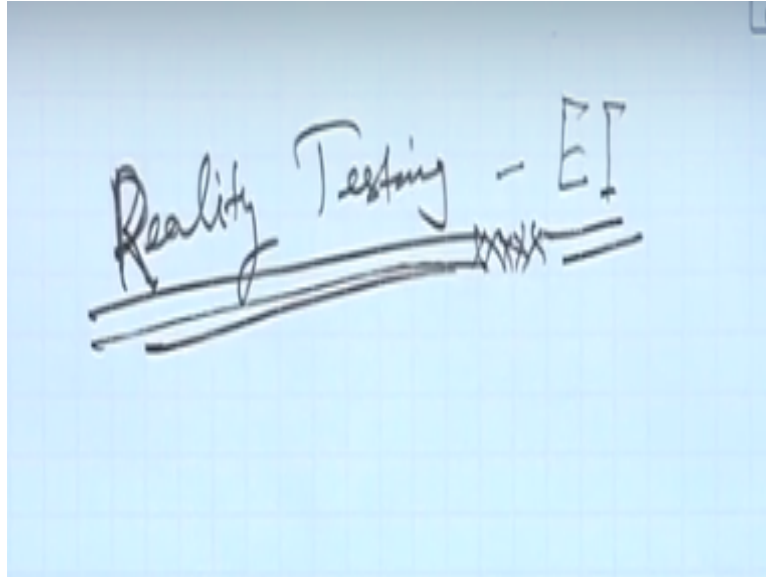
So hero is struggling why he is struggling because he was tortured by the villain in the past. So what will happen in the future? In future you will fight with villain and you will take this revenge the movie ends that are how. But suppose the character is struggling a lot but not able to come up with solutions the character is going to deep chamber of depression without any action. We say the character is emotionally week character but in Bollywood Hindi film.

The hero never gets suppressed by villain respective all of his efforts the hero wins so that is why all the hero's though lives till the end without any damage they are called the successful characters with lot of emotional what you called survival ability. So this is how we say how the character is surviving on the difficult situation how the character is coping with adverse situations that is a shows the emotional activity, survival ability, resilience, optimism what for he is living hoping capability, coping ability.

So this are certain characteristics we want to assess through the picture perception test or what we call Picture Perception Test. Another example this theory is based on provident theory as Mores theory that emphasizes more on needs, desires, environmental influence and the defense mechanism. So can there be the defense mechanism in evaluating high EI people or Low EI people. What kind of defense mechanism a person his displaying.

A person (()) (25:45) is always displaying avoidance withdrawal this is unhealthy or low level of EI. A person always face the reality this where reality testing is one of the important characteristics.

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Reality testing in Baron Theory of emotional intelligent is one of the important characteristics of EI. You have to face the reality of courage, conviction and reasoning and logic. One should not fly away from the situation that is called sign of low level of EI.

So this is how EI can be assessed to thematic assessment test it requires lot of expertise why because ordinary people can assess cannot deal with thematic assessment test. You need to have a sound theoretical background of psychological assessment you need to have the knowledge of Freudians theory of personality. You need to have practical experience so then you can go for and clinical experiences also.

So a lot of expertise is required a common man cannot deal with TAT. We will come back again after this thank you